

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In the application of:

MCNEILL ET AL.

Serial No.: 10/672,472

Filing Date: September 26, 2003

For: Performance Metrics for Telephone-
intensive Personnel

Examiner: Armstrong, Angela J

Group Art Unit: 2626

AMENDMENT UNDER 37 C.F.R. §1.111

Commissioner for Patents
Alexandria, VA 22313-1450

Dear Madam:

This is in response to the Office Action dated October 29, 2008, for which a response was due on January 29, 2008, and for which a one month extension of time is requested to extend the time for response to March 1, 2009. Accordingly, this response is timely filed. A Request for Continued Examination is being filed with this response. Reconsideration and allowance of the pending claims in light of the remarks presented herein is respectfully requested.